

MIAMIBEACH

City of Miami Beach

Garage Index Manual

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Introduction

The purpose of this manual is to provide information regarding the city's Garage Index program. This includes information on the areas assessed, assessment instructions, data analysis and collection, and next steps. Garages that are assessed include:

- 1900 Bay Road (Sunset Harbour)
- 5th Street and Alton Road
- 7th Street and Collins Ave
- 12th Street and Drexel
- 13th Street and Collins Ave
- 16th Street and Collins (Anchor Shops)
- 17th Street and Pennsylvania Ave
- 17th Street and Meridian Court
- 42nd Street and Sheridan Ave
- 18th Street and Meridian Ave (City Hall Garage)



Objective

To monitor impacts of recently implemented initiatives in order to identify areas of improvement and assure the quality of services.

Background

The Miami Beach Garage Index is an objective measurement of performance ranging from 1.0 (Very Well Maintained) to 6.0 (Not Maintained) and includes appearance and cleanliness assessments for interior (parking areas, stairwells, and elevators) and exterior (entrance and surroundings) areas. Criteria for each area are listed below:

Cleanliness Parking Area / Stairwells/ Elevators

- No trash on ground
- No graffiti on walls
- Odor Free
- Garbage Cans well-maintained
- No organic material (vomit/sand/cobwebs)

Appearance Parking Area / Stairwells / Elevators

- Signage well-maintained
- All lights working
- No damage (leaks/rust/concrete spalling) and painted areas crisp
- Pavement stain free
- Ticket burster/payment station/exit verifier in good working condition or stairwell doors/railings or elevator doors/buttons

Appearance / Cleanliness Exterior

- Planters/grassy areas/sidewalk entrance well maintained
- Graffiti free
- No unpleasant odor
- No trash
- Signage clean and useable

The results of the assessments are used to monitor the impacts of recently implemented initiatives to target areas for future improvements, and assure the quality of services. Quarterly sample sizes are set to ensure no greater than ± 7.0 percentage point sampling error given the 95% confidence level.

Scheduling

All garages operate 24 hours a day, 7 days a week. Garage index assessments are scheduled as follows:

Monday to Sunday:

- I. 8:00AM to 12:00PM
- II. 12:00PM to 4:00PM
- III. 4:00PM to 8:00PM
- IV. 8:00PM to 12:00AM
- V. 12:00AM to 4:00AM
- VI. 4:00AM to 8:00AM

Shifts are scheduled in 4 hour increments based on time of the day to enable statistically valid sample. For statistical validity, each assessment must be properly distributed; otherwise the sample size would be small and produce inaccurate results.

Shifts can occur during the weekday and/or the weekend. Assessors can sign-up for shifts or be assigned; any changes to the schedule must be made at least 24 hours prior to the date of the assessment.

Based on the calculated sample size (see page 7), 45 assessments per quarter are required. The following distribution results in 45 assessments per quarter, so we meet the sample size requirement. The times between 12:00PM and 12:00AM have an extra shift since these times are generally busier and less consistent than the rest.

	I	II	III	IV	V	VI	Total
# of shifts	7	8	8	8	7	7	45

	Mon - Fri						Sat - Sun						Total
	I	II	III	IV	V	VI	I	II	III	IV	V	VI	
# of shifts	6	6	6	6	3	3	3	3	3	3	2	1	45

Procedure

For every quarter, a schedule is created based on the shifts distribution so that assessors may sign up for a shift or multiple shifts in the schedule. Garage assessments are to be done in the city vehicle and use the access cards provided. There are 3 garages so far where the access cards do not work (12th Street and Drexel, 42nd Street and Sheridan Ave, and 13th Street and Collins Ave). For these garages, assessors will have to retrieve a ticket upon arrival and sign out with the ID upon exit.

Data Analysis

Scores:

Quarterly reports help to monitor the data collected. We review average scores that range from 1.0 to 6.0, with 1.0 being the best possible score. The city's goal is for 90% of the assessments to receive a score of 2.0 or better and all assessments to score 1.5 or better.

The data reports are used to identify positive/stable performance and criteria. We are able to identify issues in garages relating to cleanliness and appearance to address poor performance and implement strategies to improve.

Sample Size:

To determine the sample size to be utilized, three factors were taken into account: population size, confidence level, and margin of error.

- **Population:** There are a total of 10 garages assessed over 6 different shifts and 365 days in a year. However, because all 10 garages are assessed in one shift, the population is determined by multiplying the number of shifts and number of days in a year; the number of garages would only be a factor if it required multiple shifts to cover all garages. Multiplying the number of shifts and the number of days in a year yields **2,190**. In other words, to assess every garage, every available shift and every day of the year, it would take 2,190 assessments per year. This number is much too large and that is why a valid sample size is needed.
- **Confidence Level:** A confidence level is a percentage that expresses how sure the results can be. This tells us how often the true percentage of the population would lie within the confidence interval that is to be calculated. For example, a 90% confidence level allows us to claim that 90% of the time, the true mean would be within the confidence interval. The most common confidence level is **95%**. A higher confidence level requires a larger sample size.
- **Margin of Error:** The margin of error (also known as the confidence interval) is a percentage displayed with a plus or minus symbol. This is what allows the data to have some room for acceptable error. For example, if we claim the mean score is 2.0, we would be wrong whenever the mean is not 2.0. But a confidence interval allows us to say the true mean lies within an interval (such as between 1.8 and 2.2) and this claim would be least likely to be incorrect. A higher margin of error results in a larger interval and this would require a smaller sample size. A lower margin of error is preferred to obtain more accurate results since the data would be within a smaller interval, however it would require a larger sample size.

Together, these factors can determine a proper sample size and present the data in a way so that we can claim that we are, for example, 95% confident the true mean score of a population lies within 1.8 and 2.2.

The sample size is determined through the following formulas:

The first formula determines a sample size when the population is unknown.

$$SS = \frac{(Z - score)^2 \times 0.25}{ME^2}$$

The second formula determines a new, or updated, sample size that takes population into account.

$$New\ SS = \frac{SS}{1 + ((SS - 1)/Pop)}$$

- SS = sample size
- Z-score = number that corresponds to a given confidence level. For 95% we use 1.96
- 0.25 = product of the standard deviation times 1 minus the standard deviation. Because the standard deviation is unknown, we use 0.5 and the product of $0.5 \times (1 - 0.5) = 0.25$
- ME = margin of error; 5% is 0.05, 7% is 0.07, etc.
- Pop = population

Once we have a final sample size, we divide that number by 4 to determine our quarterly sample size.

$$SS\ per\ Quarter = \frac{New\ SS}{4}$$

If we choose our margin of error to be 7%, then our required sample size is **45** assessments per quarter. By completing 45 assessments per quarter, data can be presented with a $\pm 7\%$ margin of error.

Calculations:

For sample size

Population: 2,190

Z-score: 1.96 (for 95%)

ME: 7%

SS: 196

New SS: 179.9

SS per Quarter (rounded up): 45

$$SS = \frac{(1.96)^2 \times 0.25}{0.07^2} = 196$$

$$New\ SS = \frac{196}{1 + (195/2,190)} = 179.9$$

$$SS\ per\ Quarter = \frac{179.9}{4} = 44.9$$

Sample Reports: The following are sample reports to serve as an example of how the data is presented.

The following formulas are assigned a color arrow and letter to clarify which formulas are being used in the sample reports.

A subcategory score (such as the parking area score, stairwells score, and elevators score) is determined by adding all the individual scores for that subcategory and dividing by the total number of individual scores.



$$Subcategory\ Score = \frac{x}{n}$$

X = sum of all sub-factor scores
N = number of assessments

The overall cleanliness score and the overall interior score are determined by taking the average of the subcategories (parking area, stairwells, and elevators).

$$\text{Overall Score} = \frac{(s1+s2+s3)}{3}$$



S1 = parking area score

S2 = stairwells score

S3 = elevators score

The overall Garage Score is determined by taking the average of both the overall cleanliness score and the overall interior score.

$$\text{Overall Garage Score} = \frac{(x1+x2)}{2}$$



X1 = Overall cleanliness score

X2 = Overall interior score

A fiscal year average tells us the overall performance for a certain year. Similar to the overall garage score, the FY Average is determined by taking the average of the 4 quarters within the given fiscal year.

$$\text{FY Average} = \frac{(q1 + q2 + q3 + q4)}{4}$$



Q1 = score from 1st quarter

Q2 = score from 2nd quarter

Q3 = score from 3rd quarter

Q4 = score from 4th quarter

The “% change in prior Quarter” shows by how much the current quarter improved or decreased from the previous quarter in terms of percentage.

$$\% \text{ change in prior Qtr} = \frac{(X-Y)}{Y}$$



X = current quarter score

Y = previous quarter score

The “% change in prior FY Quarter” shows by how much the current quarter improved or decreased from the same quarter a year prior. For example, if we are looking at quarter 1 from the FY16/17, we are comparing it to quarter 1 from the FY15/16.

$$\% \text{ change in prior FY Qtr} = \frac{X}{Y} - 1$$

F  X = current quarter score
Y = score from same quarter one year prior

The “% change from base year Quarter” shows by how much the current quarter improved or decreased from the same quarter in the base year. If the base year is FY 15/16 then we are comparing whatever is the current quarter’s score to that same quarter’s score in the base year, FY 15/16. For example, if we are looking at quarter 1 from the FY 17/18, we are comparing it to quarter 1 from the FY 15/16 and not from the FY 16/17 because the base year is FY 15/16.

$$\% \text{ change from base year Qtr} = \frac{X}{Y} - 1$$

G  X = current quarter score
Y = score from same quarter from the base year

D  E  F  G 

Garage Index Score For All City Garages		FY16/17							
Overall Garage Index (Target=1.5)		Q1	Q2	Q3	Q4	FY Average	%change in prior Qtr	%change in prior FY Qtr	%change from base year Qtr
C 	Overall City Garage Score	2.3					3%	-3%	-3%
B 	Cleanliness	1.94					10%	-9%	-9%
	Parking Area	2.16					15%	3%	3%
	Stairwells	1.84					8%	-16%	-16%
	Elevators	1.82					7%	-15%	-15%
B 	Appearance Interior	2.66					-1%	3%	-15%
	Parking Area	2.93					1%	17%	17%
	Stairwells	2.46					-4%	-9%	-9%
	Elevators	2.58					-2%	0%	0%
	Appearance Exterior	1.81					3%	-23%	-23%
Overall Garage Index (Target=1.5)		FY15/16							
B 	Overall City Garage Score	2.36	2.34	2.33	2.23	2.31			
B 	Cleanliness	2.14	2.05	1.97	1.76	1.97			
	Parking Area	2.09	2.03	2.01	1.88	2.00			
	Stairwells	2.19	2.09	1.99	1.70	1.98			
	Elevators	2.13	2.03	1.91	1.70	1.94			
	Appearance Interior	2.59	2.62	2.69	2.69	2.65			
	Parking Area	2.5	2.66	2.80	2.9	2.72			
	Stairwells	2.7	2.68	2.58	2.56	2.63			
	Elevators	2.58	2.53	2.69	2.62	2.60			
	Appearance Exterior	2.36	2.06	2.03	1.75	2.04			

D 

 1.0-1.4999
 1.5-1.999
 2.0-6.0

The following tables show percentages instead of index scores. Because we are dealing with percentages, the following formulas are altered:

$$\text{Subcategory Score \%} = \frac{x}{n} \times 100$$

X = number of sub-factor scores with a score of 2.0 or better
N = number of assessments

H 

$$\text{Overall Garage Score} = \frac{(x1 \times 3) + (x2 \times 3) + x3}{7}$$



X1 = Overall cleanliness score

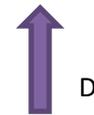
X2 = Overall interior score

X3 = Appearance Exterior score



Overall Garage Index 2.0 or better (Target 90%)		FY16/17								
		Q1	Q2	Q3	Q4	FY Average	%change in prior Qtr	%change in prior FY Qtr	%change from base year Qtr	
B →	Overall Cleanliness ← I	Parking Area	62.4%					-6%	12%	12%
		Stairwells	75.2%					-7%	15%	15%
		Elevators	66.7%					-12%	4%	4%
B →	Appearance Interior → H	Parking Area	75.8%					-8%	21%	21%
		Stairwells	83.1%					-2%	20%	20%
		Elevators	42.8%					-7%	-10%	-10%
	Appearance Exterior → H	Parking Area	23.8%					-34%	-53%	-53%
		Stairwells	54.1%					2%	34%	34%
		Elevators	50.6%					2%	0%	0%
			82.6%					0%	55%	55%
Overall Garage Index 2.0 or better (Target 90%)		FY15/16								
		Q1	Q2	Q3	Q4	FY Average				
B →	Overall Cleanliness ← I	Parking Area	55.9%	57.9%	60.50%	66.3%	60.3%			
		Stairwells	65.4%	66.6%	69.80%	81.1%	71.0%			
		Elevators	64.1%	67.4%	67.60%	75.5%	68.9%			
B →	Appearance Interior → H	Parking Area	62.6%	65.0%	69.30%	82.8%	70.2%			
		Stairwells	69.4%	67.4%	72.30%	84.9%	73.8%			
		Elevators	47.4%	46.9%	48.20%	46.2%	47.1%			
	Appearance Exterior → H	Parking Area	51.0%	44.3%	43.10%	35.9%	43.2%			
		Stairwells	40.5%	43.3%	52.70%	53.3%	47.5%			
		Elevators	50.7%	53.2%	48.90%	49.4%	50.6%			
			53.2%	65.0%	69.30%	82.6%	68.0%			

%	
79.999 and below	
80.0-89.999	
90.0-100	



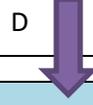
The following table shows the percentage score of individual garages. The Overall Score is determined by the following:



$$\text{Overall Score} = \frac{x}{10}$$

X = Sum of all individual garage scores.

Percentage of Assessments scoring 2.0 or better (Target 90%)



J

		FY15/16				
		Q1	Q2	Q3	Q4	FY Average
Overall		55.9%	57.9%	60.5%	66.3%	60.3%
Garage Location						
	1900 Bay Road (Sunset Harbour)	72.4%	82.2%	88.8%	86.9%	82.9%
	5th Street and Alton Road	53.7%	57.7%	58.5%	67.5%	59.6%
	7th Street and Collins Ave.	48.0%	35.2%	41.6%	53.2%	44.5%
	12th Street and Drexel	34.4%	39.9%	45.2%	58.5%	45.2%
	13th Street and Collins Ave.	51.7%	41.3%	42.5%	55.0%	47.6%
	16th Street and Collins (Anchor Shops)	44.3%	45.6%	40.9%	45.6%	44.1%
	17th Street and Pennsylvania Ave	74.5%	82.2%	88.0%	80.6%	81.2%
	17th Street and Meridian Court	52.8%	56.2%	52.2%	58.9%	55.2%
	42nd Street and Sheridan Ave.	56.1%	52.5%	66.9%	73.0%	62.4%
	18th Street and Meridian Ave. (City Hall Garage)	72.6%	89.4%	86.1%	85.7%	83.7%

H

Percentage of Assessments scoring 2.0 or better (Target 90%)

J

		FY AVERAGE						
		14/15(Q4 only)	15/16	16/17	17/18	18/19	% change from prior FY average	% change from base average
Overall		2.68	2.27				-15.3%	
Garage Location								
	1900 Bay Road (Sunset Harbour)	2.31	1.8				-22.1%	
	5th Street and Alton Road	2.49	2.26				-9.2%	
	7th Street and Collins Ave.	2.89	2.62				-9.3%	
	12th Street and Drexel	3.13	2.68				-14.4%	
	13th Street and Collins Ave.	2.97	2.56				-13.8%	
	16th Street and Collins (Anchor Shops)	3.05	2.63				-13.8%	
	17th Street and Pennsylvania Ave	2.37	1.76				-25.7%	
	17th Street and Meridian Court	2.87	2.44				-15.0%	
	42nd Street and Sheridan Ave.	2.75	2.23				-18.9%	
	18th Street and Meridian Ave. (City Hall Garage)	1.93	1.68				-13.0%	

D

F

		FY16/17							
		Q1	Q2	Q3	Q4	FY Average	% change from prior Qtr	% change from prior FY Qtr	% change from base year Qtr
Overall		62.4%					-6.0%	12%	12%
Garage Location									
	1900 Bay Road (Sunset Harbour)	80.8%					-7.0%	12%	12%
	5th Street and Alton Road	62.4%					-7.5%	16%	16%
	7th Street and Collins Ave.	59.7%					12%	24%	24%
	12th Street and Drexel	58.8%					1%	71%	71%
	13th Street and Collins Ave.	48.5%					-11.8%	-6.2%	-6%
	16th Street and Collins (Anchor Shops)	36.1%					-20.8%	-18.5%	-19%
	17th Street and Pennsylvania Ave	77.3%					-20.8%	4%	4%
	17th Street and Meridian Court	58.3%					-1.0%	10%	10%
	42nd Street and Sheridan Ave.	53.6%					-26.6%	-4.5%	-4%
	18th Street and Meridian Ave. (City Hall Garage)	83.2%					-2.9%	15%	15%

J

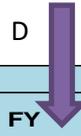
H

1.0-1.4999
1.5-1.999
2.0-6.0

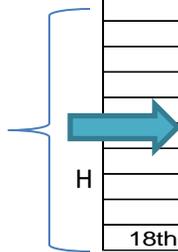


%	79.999 and below
%	80.0-89.999
%	90.0-100

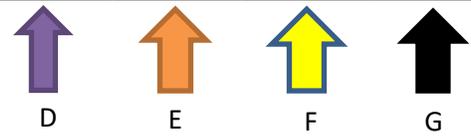
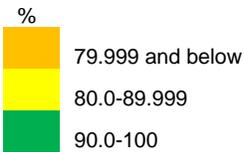
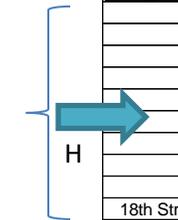
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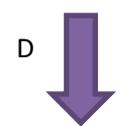
		FY15/16				
		Q1	Q2	Q3	Q4	FY Average
Overall Cleanliness						
Garage Location						
	1900 Bay Road (Sunset Harbour)	82.86%	85.64%	91.76%	92.52%	88.34%
	5th Street and Alton Road	73.32%	76.32%	76%	79.44%	76.36%
	7th Street and Collins Ave.	71.12%	67.3%	70.98%	77.9%	71.88%
	12th Street and Drexel	68.56%	73.52%	75.52%	82.64%	75.62%
	13th Street and Collins Ave.	76.02%	75.18%	74.84%	82.48%	77.26%
	16th Street and Collins (Anchor Shops)	74.94%	73.74%	70.66%	76.08%	73.82%
	17th Street and Pennsylvania Ave	89.98%	92.88%	93.5%	96.66%	93.36%
	17th Street and Meridian Court	76.58%	80.86%	76.34%	79.3%	78.38%
	42nd Street and Sheridan Ave	78.82%	78.9%	84.56%	87.94%	82.72%
	18th Street and Meridian Ave. (City Hall Garage)	87.54%	93.02%	94.74%	93.78%	92.34%



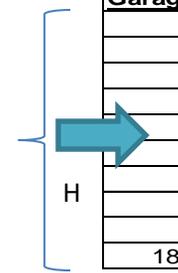
		FY16/17							
		Q1	Q2	Q3	Q4	FY Average	% change from prior Qtr	% change from prior FY Qtr	% change from base year Qtr
Overall Cleanliness									
Garage Location									
	1900 Bay Road (Sunset Harbour)	86%					-7.0%	3.8%	
	5th Street and Alton Road	76.24%					-4.0%	4.0%	
	7th Street and Collins Ave.	78.82%					1.2%	10.8%	
	12th Street and Drexel	78.14%					-5.4%	14.0%	
	13th Street and Collins Ave.	78.94%					-4.3%	3.8%	
	16th Street and Collins (Anchor Shops)	69.3%					-8.9%	-7.5%	
	17th Street and Pennsylvania Ave	93.5%					-3.3%	3.9%	
	17th Street and Meridian Court	77.22%					-2.6%	0.8%	
	42nd Street and Sheridan Ave	82.08%					-6.7%	4.1%	
	18th Street and Meridian Ave. (City Hall Garage)	90.8%					-3.2%	3.7%	



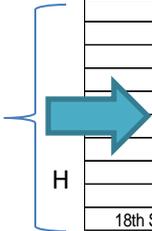
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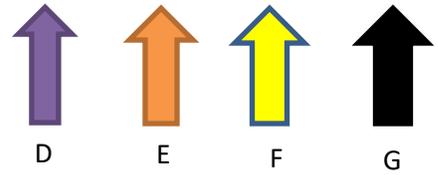
		FY15/16				
		Q1	Q2	Q3	Q4	FY Average
Overall Appearance						
Garage Location						
	1900 Bay Road (Sunset Harbour)	81.42%	81.26%	79.74%	75.92%	79.59%
	5th Street and Alton Road	71.38%	72.64%	70.52%	69.64%	71.05%
	7th Street and Collins Ave.	65.56%	60.7%	58.52%	62.22%	61.75%
	12th Street and Drexel	55.78%	57.8%	60.78%	63.42%	59.45%
	13th Street and Collins Ave.	64.74%	59.26%	56.52%	59.58%	60.03%
	16th Street and Collins (Anchor Shops)	60.34%	60%	53%	52.32%	56.42%
	17th Street and Pennsylvania Ave	80.8%	80.32%	80.5%	70.42%	78.01%
	17th Street and Meridian Court	62.48%	67.28%	59.84%	62.36%	62.99%
	42nd Street and Sheridan Ave.	69.4%	64.74%	68.06%	70.06%	68.07%
	18th Street and Meridian Ave. (City Hall Garage)	78.26%	83.74%	76.86%	76.12%	78.75%



	FY16/17							
	Q1	Q2	Q3	Q4	FY Average	% change from prior Qtr	% change from prior FY Qtr	% change from base year Qtr
Overall Appearance								
Garage Location								
1900 Bay Road (Sunset Harbour)	76.26%					0.45%	-6.34%	
5th Street and Alton Road	71.44%					2.58%	0.08%	
7th Street and Collins Ave.	68.46%					10.03%	4.42%	
12th Street and Drexel	64.50%					1.70%	15.63%	
13th Street and Collins Ave.	59.82%					0.40%	-7.60%	
16th Street and Collins (Anchor Shops)	51.3%					-1.87%	-14.92%	
17th Street and Pennsylvania Ave	72.5%					3.01%	-10.22%	
17th Street and Meridian Court	65.2%					4.55%	4.35%	
42nd Street and Sheridan Ave.	62.08%					-11.39%	-10.55%	
18th Street and Meridian Ave. (City Hall Garage)	75.04%					-1.42%	-4.11%	



%	
	79.999 and below
	80.0-89.999
	90.0-100

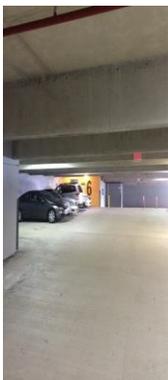


Training

The following are training slides on how each area should be assessed.

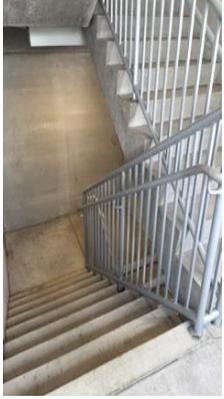
GARAGE INDEX CLEANLINESS PARKING AREA

The following index will be used to rate the cleanliness of public garage parking areas, stairwells, and elevators.

Garage Index – Parking Area cleanliness	No Trash on ground	No graffiti on walls	Odor Free (no urine)	Garbage Cans well-maintained	No organic material (vomit/sand/cobwebs)
Extremely Well Maintained					

GARAGEINDEX CLEANLINESSTAIRWELL

The following index will be used to rate the cleanliness of public garage parking areas, stairwells, and elevators.

Garage Index – Stairwell cleanliness	No Trash on ground	No graffiti on walls	Odor Free (no urine)	Garbage Cans well-maintained	No organic material (vomit/sand/cobwebs)
Extremely Well Maintained					

GARAGEINDEX CLEANLINESSELEVATOR

The following index will be used to rate the cleanliness of public garage parking areas, stairwells, and elevators.

Garage Index – Elevator cleanliness	No Trash on ground	No graffiti on walls	Odor Free (no urine)	Garbage Cans well-maintained	No organic material (vomit/sand/cobwebs)
Extremely Well Maintained					

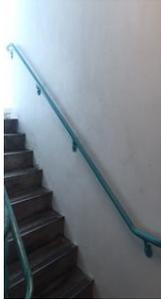
GARAGE INDEX APPEARANCE INTERIOR PARKING AREA

The following index will be used to rate the interior appearance of public garage parking areas, stairwells, and elevators.

Garage Index – Parking Area appearance interior	Signage well maintained	Lighting sufficient	No damage (leaks/rust/concrete spalling)	Painted areas crisp and clear (no rust) and pavement stain free	Ticket bursters/payment station/exit verifier in good working condition) or stairwell doors/railings or elevator doors/buttons
Extremely Well Maintained					

GARAGEINDEX APPEARANCEINTERIORSTAIRWELL

The following index will be used to rate the interior appearance of public garage parking areas, stairwells, and elevators.

Garage Index – Stairwell appearance interior	Signage well maintained	Lighting sufficient	No damage (leaks/rust/concrete spalling)	Painted areas crisp and clear (no rust) and pavement stain free	Ticket bursters/payment station/exit verifier in good working condition) or stairwell doors/railings or elevator doors/buttons
Extremely Well Maintained					

GARAGE INDEX APPEARANCE INTERIOR ELEVATOR

The following index will be used to rate the interior appearance of public garage parking areas, stairwells, and elevators.

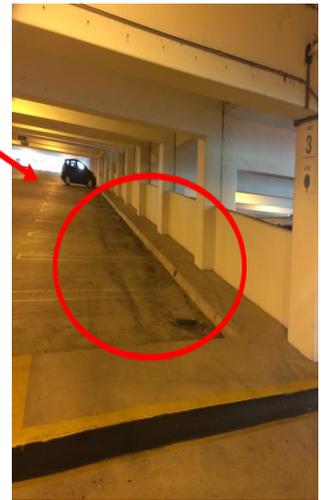
Garage Index – Elevator appearance interior	Signage well maintained	Lighting sufficient	No damage (leaks/rust/concrete spalling)	Painted areas crisp and clear (no rust) and pavement stain free	Ticket bursters/payment station/exit verifier in good working condition) or stairwell doors/railings or elevator doors/buttons
Extremely Well Maintained					

GARAGE INDEX APPEARANCE EXTERIOR

The following index will be used to rate the appearance of EXTERIOR of the public garage

Garage Index – Exterior Appearance	Planters/Grassy Areas/sidewalk entrance well maintained)	Graffiti Free	No unpleasant odor	No trash	Signage clean and useable
Extremely Well Maintained					 

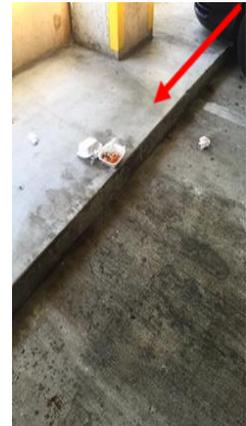
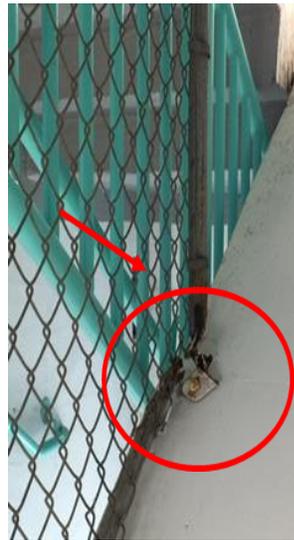
NO-NOTMAINTAINED



NO-NOTMAINTAINED



NO-NOTMAINTAINED



Conclusion

The Garage Index program is utilized to communicate the status of the level of service regarding public garages in Miami Beach. The results, ranging from 1.0 (very well maintained) to 6.0 (not maintained), provide an understanding of what criteria perform well and which do not. By analyzing the results, change can be made in areas in need of improvement so that the City of Miami Beach may provide better quality public garages. Quarterly data is shared with the commission via LTC with input from responsible department(s) regarding opportunities to improve performance.

